

Engaging Volunteers



Agencies shared these tips for engaging volunteers during COVID-19.

- Consider that there may be some loss of volunteers due to infection concerns, unfamiliarity with online communication for online tutoring, and capacity restrictions for in-person tutoring.
- Create a tutor coordinator position or a position to support the coordinator, if needed/possible.
- Provide the tutor with specific materials appropriate for the mode they will be teaching in: over the phone, or online.
- Recruit new volunteers who are interested and/or have the skills to work with learners online.

Staff may have to be re-allocated to cover both teaching and 1:1 tutoring.

For more details, consult the complete report: *Best Practices in Adult Literacy Program Delivery During the COVID-19 Pandemic (2021)* on the QUILL Learning Network website under [Resources](#)



- Provide volunteer training for digital platforms and online communications.
- Have a staff member set up and open tutor-learner sessions.
- Provide information or training for volunteers on maintaining professional boundaries in online tutoring.

Having a staff member open each online tutor session for the tutor and learner can allow staff to monitor volunteer-learner relationships and answer questions/trouble-shoot challenges on the spot.

Online meetings can create a more intimate setting as tutors and learners are joining from the privacy of their home. A policy with guidelines and a tutor agreement form can help to ensure that boundaries remain professional.



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